

South Bend Comprehensive Evaluation Process

- 1) The agency partners involved in the Comprehensive Evaluation process are:
 - a) South Bend CSO
 - b) Grays Harbor College
 - c) WorkSource Pacific Co.
- 2) When the application for TANF is turned in, the WFPS, office lead, or CSOA will go over the application, discussing positive prevention services, including looking at eligibility for UI, child support, or other resources for the client. Child care and transportation will be addressed and they are given the choice of using their own child care resources or they will be given the phone number for Childcare Resource and Referral and also for the CSC to start the childcare application process. They will be advised that they have to have their childcare in place by their TANF eligibility interview. They will also be informed of resources for transportation to complete the CE process. If not diverted, they will be scheduled for their eligibility interview and foundation the next day.
- 3) The Positive Prevention Services and the Foundation will be completed in the CSO. The WFPS also does the financial eligibility, so once that is established, the Foundation will be completed and the initial IRP will be given to the client with an appointment scheduled for the next scheduled testing at Grays Harbor College. The WFPS will complete the appropriate component in EJAS as well as Emessage both GHC and Joyce at the WorkSource to alert them that the client is scheduled for the next slot. For North Pacific County, the instructor assistant, hired by GHC, will be conducting the CASAS test at the college on Wednesday and Friday afternoons from 1-4. Clients being approved on TANF will be sent over to the next testing time and will complete the test in an individual or group setting, with the class capacity of 14. As the clients complete the test, they will be scored and the assistant will go over the results one-on-one with the client and enter it into EJAS. As those are completed, the WorkSource job counselor will meet one-on-one with them to complete their work skills or schedule them to see her the next scheduled day she is in the office. The plan is to complete as many as possible the same day as the testing is done so the client does not have to return.
- 4) The Positive Prevention Services will be done one-on-one as parents come into the office to apply for benefits. The tools used during this time will be information about each individual's potential eligibility for unemployment benefits using GUIDE, possible child support benefits using SEMS, handouts on finding child care providers and how to apply for child care assistance as well as information about Diversion Cash Assistance.

Tools used during the Foundation, which will be done one-on-one with the WFPS after eligibility is determined, will be the EJAS foundation questions.

EJAS will be the tool the social worker uses for his assessment which will be one-on-one.

Tools used during the Education and Basic Skills evaluation will be the CASAS appraisal given by trained college staff at the college. This will be conducted in a group setting, or with only one client, if that is all scheduled for that day. There will be individual sessions to go over the scores when the testing is complete. This information will be entered into EJAS.

Tools used during the Work Skills evaluation will be Choices, which will be done one-on-one as the clients complete their testing and the Employment Plan will be developed. This information will be entered into EJAS.

- a) When the client is determined eligible for TANF and completes the Foundation, they will be given a letter with the time and date of their appointment to complete parts 2 and 3 of the process and will be given the initial IRP with the date and time. The WFPS will send an Emessage to GHC and Joyce at the WorkSource to alert them who will be coming in that day and enter the special component to be used for this process with an ending date the date of their appointment. If the client does not keep their appointment, the WFPS will be alerted and an attempt made to schedule them for the next available date. Since the first scheduled appointment will be at the most, 3 business days, there will be 3 more opportunities to get them in to meet the 10 business day time frame. If the client is deferred to the social worker for an assessment, there will be afternoon appointment slots available so they can get in within the next 2 afternoons. The social worker will use EJAS to track the progress of the client. A tickler will be set 14-30 days prior to the date the client is able to participate to check on the progress and current update of the client's circumstances or medical condition. If it is determined they are able to participate in the CE process, the social worker will refer to the WFPS and have the IRP updated with the next scheduled testing date at the college and the client will be given the date and time. The process will continue as above.
- 5) The Grays Harbor/Pacific County LPA does not intend to do any further enhancements to the CE at this time.
- 6) Currently phone calls and EJAS emails are used to communicate between partner agencies. This will not change. When necessary, there will be a case staffing with the partnering agencies and the client to resolve issues.
- 7) Challenges during the CE will be addressed as they come up, either by phone or in person. We are 5 minutes apart in location, so it is easy to call a meeting or staffing to discuss issues or improvements to our processes.

_____.Shelba Marracci, DSHS

_____.Marie Brillante, WorkSource Pacific County

_____.Joyce Prior, WorkSource Pacific County

_____.Gary Thomasson, , Grays Harbor College